



**U.S. Department of the Navy**

Office of the Assistant Secretary of the Navy (Financial Management and Comptroller)  
The Honorable Richard Greco, Jr.

## Success Story

### **Naval Sea System Command (NAVSEA) Funding Document Processing Improvement**

NAVSEA Program Managers and other NAVSEA Comptroller Customers were dissatisfied with the speed with which funding documents were processed. Responding, the Comptroller Directorate analyzed and improved many of their financial execution processes. For example, training was provided on preparation of Statements of Work. New work procedures were implemented for granting work completion date extensions, use of external project directives, and shipbuilding project directives. A zero tolerance policy for document errors was adopted.

Management operating systems were implemented to track workload, document rejections, along with new metrics to track progress - key elements in institutionalizing the changes. The metrics provide immediate insight into the details of day-to-day execution. New processes are implemented to resolve problems as identified.

More aggressive funding document processing goals were set. A five-day goal that was implemented in 2003 was reduced to three days in 2004. In 2005, the goal was set to two days with a 90% completion time for the first day and 100% in the second day – and was actually exceeded. The cumulative percentage result from the implementation of the most aggressive metric is 97% for the first day and 100% for the second day.

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